

WANTRICK.COM

Professional Trading Software

Return Policy

Refund & Money-Back Guarantee Terms

Effective Date: March 28, 2026

www.wantrick.com

1. OVERVIEW

At Wantrick.com, we are committed to providing high-quality trading software and ensuring customer satisfaction. We understand that purchasing software is a significant decision, and we want you to be confident in your purchase. This Return Policy outlines your rights and our obligations regarding refunds and returns.

Please read this Return Policy carefully before making a purchase. By purchasing from Wantrick.com, you agree to the terms set forth in this policy. This policy applies to all software purchases, subscriptions, and related services offered through our platform.

IMPORTANT: Due to the digital nature of our products and the immediate delivery of software licenses, all sales are subject to specific conditions as outlined herein.

2. REFUND ELIGIBILITY & 30-DAY MONEY-BACK GUARANTEE

2.1 Standard Refund Policy

Wantrick.com offers a 30-Day Money-Back Guarantee on all software purchases, subject to the conditions outlined below. If you are not satisfied with our software for any reason within 30 days of your purchase date, you may request a refund.

REFUND AMOUNT: You are eligible for a 70% refund of the purchase price. Please note that 30% of the purchase price is immediately and irrevocably paid to a third-party provider for your annual software license subscription upon purchase. This portion is non-recoverable.

2.2 Refund Timeline

- Refund requests must be submitted within 30 days of the original purchase date.
- Refunds will NOT be issued after the 30-day period has expired, except as required by applicable law.
- The refund request date is determined by the date and time we receive your written request.

2.3 Conditions for Refund Eligibility

To be eligible for a refund, the following conditions must be met:

- Your refund request must be submitted in writing within 30 days of purchase.
- You must provide your order number and the email address used at purchase.

- You must provide a brief description of the reason for your refund request.
- The software license must not have been intentionally misused, resold, or shared with unauthorized third parties.

3. NON-REFUNDABLE SITUATIONS

The following circumstances will result in DENIAL of a refund request.

- Requests submitted after the 30-day refund window has expired.
- Accounts found to be in violation of our Terms of Service.
- Purchases made with intent to fraudulently obtain a refund after using the software.
- Refund requests from customers who have previously received a refund for the same product.
- Losses arising from trading activity conducted using our software on real or demo accounts.
- Dissatisfaction with trading results, as all trading involves risk and results are not guaranteed.
- Technical issues caused by incompatibility with hardware or software not meeting our minimum system requirements.
- Issues caused by the user's internet connection, broker, or third-party platforms such as MetaTrader.

4. HOW TO REQUEST A REFUND

4.1 Refund Request Process

To initiate a refund request, please follow these steps:

- Step 1: Contact us via WhatsApp at +256 770 382 923 or through our website www.wantrick.com within 30 days of your purchase.
- Step 2: Provide your full name, email address used at purchase, order number, and date of purchase.
- Step 3: Briefly describe the reason for your refund request.
- Step 4: Our support team will review your request and respond within 3-5 business days.
- Step 5: If approved, the refund will be processed within 7-14 business days to the original payment method.

4.2 Refund Processing Time

Once your refund is approved, please allow the following time for the refund to appear:

- Credit/Debit Cards: 7-14 business days (depending on your bank or card issuer).
- PayPal or Other Electronic Payments: 3-7 business days.

- Bank Transfers: 7-14 business days.

5. DISPUTED CHARGES

If you believe that Wantrick.com has charged you in error, you must contact us within 30 days of the disputed charge. We will investigate the matter and respond within 5 business days. Please do not initiate a chargeback with your bank or payment provider without first contacting us, as this may complicate and delay resolution.

Initiating a chargeback without first attempting to resolve the matter with us may result in the immediate suspension or termination of your account and software access, and we reserve the right to contest any chargeback we believe to be filed in bad faith.

6. SOFTWARE CANCELLATION

6.1 Subscription Cancellation

If our software is offered on a subscription basis, you may cancel your subscription at any time. Upon cancellation:

- Your access to the software will continue until the end of the current billing period.
- No further charges will be made after the cancellation takes effect.
- Refunds for partially used subscription periods are not provided unless required by law.

6.2 Account Termination

If your account is terminated due to a violation of our Terms of Service, you will not be entitled to any refund, even if within the 30-day window.

7. EXCEPTIONS AND SPECIAL CIRCUMSTANCES

We recognize that unusual circumstances can arise. In exceptional cases, we may, at our sole discretion, consider refund requests outside the standard 30-day window. Such decisions are made on a case-by-case basis and do not constitute a waiver of this policy for future purchases.

Examples of exceptional circumstances may include documented technical failures on our part that prevented you from accessing the software during your subscription period. Any such exception requires written documentation and approval from Wantrick management.

8. CURRENCY AND EXCHANGE RATES

Refunds will be issued in the same currency as the original payment. Wantrick is not responsible for any currency conversion fees, exchange rate differences, or other banking charges that may apply when a refund is processed. All refunds are calculated based on the original purchase amount in the currency paid.

9. CHANGES TO THIS POLICY

Wantrick.com reserves the right to modify this Return Policy at any time. Changes will be effective immediately upon posting to our website. Your continued use of our services after any changes constitutes your acceptance of the new Return Policy. We encourage you to review this policy periodically.

10. CONTACT INFORMATION

For all refund requests, billing inquiries, or questions about this Return Policy, please contact us:

- Website: www.wantrick.com
- WhatsApp: +256 770 382 923
- Business Hours: Monday - Friday, 9:00 AM - 6:00 PM (EAT / GST)

By purchasing from Wantrick.com, you confirm that you have read, understood, and agree to this Return Policy. We are committed to fair and transparent business practices and will always strive to resolve any concerns to your satisfaction.